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April 17, 2015

Mr. James M. McDaniel  
Program Manager for Telecommunications  
State of South Carolina  
Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

Posted: tod  
Dept: SA  
Date: 4/24/15  
Time: 3:52

RE: Frontier Communications of the Carolinas, Inc. – 1st Quarter Service Quality Report 2015

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 1st quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours

The South Carolina team continues to perform preventative maintenance across the entire state. The team also changed out several batteries in remote locations which has led to a decrease in overall trouble and improved response time.

Percent Repair Calls Answered W/I 20 Seconds

Residential call volume was higher than forecast. The average handle time increased significantly due to the hiring of additional new agents and handling Connecticut calls as a result of the Frontier acquisition of AT&T Connecticut's wireline, broadband and video operations on October 25<sup>th</sup>. In order to meet the service objective, the call center hired additional staff and will improve efficiency by addressing schedule optimization to call volume distribution along with tour adjustments and increased overtime. Frontier also supplemented training for Customer Service Representatives to further develop their facility with unfamiliar service.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

Deborah Fasciano  
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC  
Christopher Rozycki, ORS

**Frontier Communications of the Carolinas Inc.**  
**South Carolina**  
**January to December 2015**

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation</b>												
Held Prim Svc Ords Over 30 Days	none	0	0	0	0							
Held Regrade Ords Over 30 Days	none	0	0	0	0							
% Regular Svc Install W/I 5 Days	85%	99.7	99.5	99.7	99.7							
Service Ord Commitments Met	85%	93.0	95.9	96.7	96.7							
<b>Maintenance</b>												
% OOS cleared within 24 Hours	85%	58.7	81.2	72.3								
<b>Service Response</b>												
%Dial Tone W/I 3 Seconds	95%	99.94	99.95	99.99								
% Repair Calls Ans W/I 20 Seconds	90%	83.4	85.8	88.6								
% Toll/Opr Asst Calls Ans W/I 10 Sec	90%	98.9	97.9	98.7								
DA Ans Time (% W/I 30 Seconds)	80%	99.1	99.7	99.9								
<b>Switching / Central Office</b>												
Total Access Lines (X 1000)	none	67	66	66								
Interofc Call Failure Rate	3%	0.13	0.16	0.28								
Intraofc Call Failure Rate	2%	0.00	0.00	0.00								
Cust Ntwk Trbl/100 Lines	7.0	1.36	1.43	1.16								